

# Memo

**To: WIB Directors**  
**From: William R. Miller. Acting Director**  
**Date: February 8, 2000**  
**Re: Post-Exit Services**

The Department of Workforce Development (DWD) is providing the following clarification concerning the provision of services following exit.

## **Adults and Dislocated Workers**

Under the Workforce Investment Act (WIA), adults or dislocated workers need not be immediately exited from the system once an unsubsidized employment is acquired. Actually, DWD encourages local providers to continue providing services to participants for as long as necessary to meet the needs of the participant. Performance standards for adults and dislocated workers under WIA generally are based on long-term retention in the job, gains in wages, and customer satisfaction. In the best interest of the participant, a variety of services should be provided while the participant is still enrolled to ensure that unsubsidized employment continues and the participant is capable of "moving up the career ladder." Services may include any core, intensive, or training service. The need for any service provided must be documented in the participant's case file.

After a participant is exited, only core services may be provided. There will be costs incurred through core services for individuals who are not registered in WIA at the time. Core services include supportive and follow-up services. Should the local provider wish to provide further intensive or training services to the adult or dislocated workers following exit, the participant must be re-enrolled back into WIA, including determining eligibility and obtaining the necessary eligibility documentation.

## **Youth**

Youth program designs include providing preparation for post secondary educational opportunities, linkages between academic and occupational learning, preparation for employment, and effective connections to intermediary organizations that provide strong links to the job market and employers. Ten program elements must be available for youth in which to participate based on need within that design framework.

Performance standards for youth have been developed to measure whether the program design for the youth has been achieved. Most youth performance standards are outcome measures that are assessed when a youth exits the program. (Only one measure, skill attainment, is measured during program participation.) In the best interest of the youth, a variety of program elements should be provided while the youth is enrolled to ensure that all program goals are met.

One of the ten program elements that must be available for youth is "follow-up services." As with adults and dislocated workers, follow-up services are provided to ensure the youth continues participation and achieves their goal(s). Follow-up services may be provided beyond exit. There will be costs incurred through follow-up services for individuals who are not registered in WIA at the time. Follow-up services for youth may include leadership development and supportive services; regular

contact with a youth participant's employer; assistance in securing better paying jobs, career development and further education; work-related peer support groups; adults mentoring; and tracking the progress of youth in employment after training. All youth participants must receive some form of follow-up services for a minimum duration of 12 months after the completion of participation, as appropriate. Follow-up services may be provided beyond 12 months at the discretion of the State or local WIB. The types of services provided and the duration of services must be determined based on the needs of the youth.

Questions concerning participant reporting may be directed to Rick Lindsey at 317/232-8486. Questions concerning WIA may be addressed to Jennifer Biddle at 317/232-7459.

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*Last Update: 02/08/2000*